EMPLOYMENT OPPORTUNITY

Town of
Apple Valley
California

IT Specialist

Salary:	$29.37 - $41.50 Hourly
Job Type:	Full-Time
Department:	Innovation and Technology
Benefits:	Benefits Eligible

Position amendments pending Council approval

The Position

Under general supervision, provides advanced desktop support and other technical duties for all hardware and software systems as assigned, which may include network and telecommunications systems, business applications as well as websites, audio/visual and broadcasting systems, enterprise resource planning (ERP) solutions, relational databases, and geographic information systems (GIS); provides backup and escalated help desk support; performs related duties, as required.

Job Functions

- Assists in the day-to-day operations, administration, implementation, maintenance and support for multiple assigned systems.
- Provides advanced help desk support and troubleshooting of computer, network and telecommunications systems, including related hardware, peripheral equipment such as printers, security related devices, business applications and software, data and voice connections at multiple sites including lease lines, landlines, and mobile devices, cabling, and other related technology hardware and software systems.
- Assists with monitoring, evaluating, and analyzing the Town's technology systems performance, needs, and requirements; isolates the cause of system failures; tracks possible problem areas affecting response time and prepares recommendations for correction of problems and improvement in performance; performs diagnostic testing and analysis.
- Assists in developing justifications and recommendations for acquisition of computer hardware and software; preparing of specifications for bid documents and evaluations of proposals; reviewing and evaluating contracts and proposals; researches, evaluates, and recommends the purchase of equipment and supplies.
- Assists in developing and implementing backup policies and procedures; performs and maintains system and data backups in accordance to established retention policies.
- May develop applications, scripts, and macros to enhance, expedite, and automate various tasks; utilize SQL scripting and reporting software such as SQL Reporting Services and Crystal Reports, to create ad-hoc queries and reports.
- Maintains inventory, tracks and receives a variety of computer and telecommunication systems equipment, software applications, supplies, training materials, and related needs; adheres to established purchasing procedures.
- Assists in developing, implementing, maintaining, and enforcing the Innovation and Technology Department's operational policies and procedures.
- Participates in the development and management of budgets as directed.
- Provides necessary instruction to end users on the Town's technology systems; develops training documentation and performs formal and informal training sessions as assigned.
- Stays abreast of current trends, technologies, and developments in the fields of information technology, computer software programs and networking systems; may attend and participate in professional group meetings and conferences.
- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance or support, and system failures or on an as needed basis; may be required to carry a Town-supplied cell phone during on-duty and off-duty hours.
- Maintains confidentiality of work-related issues and Town information.
- Performs other duties as assigned.

Qualifications

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Minimum of an Associate degree in information technology, computer science, business administration, or a related field; AND four (4) years of recent related responsible computer systems, systems analysis, network management, or related experience. A combination of additional experience along with industry certifications, may be substituted for degree requirement.

License and Certification:
- Valid California class C driver's license with satisfactory driving record and automobile insurance.

S e l e c t i o n   P r o c e s s

A completed Town employment application is required by the close of recruitment, on **Thursday, April 28th, 2022, at 5:30 pm.** Application package is available at Town of Apple Valley, 14975 Dale Evans Parkway, Apple Valley 92307, or on our website at www.applevalley.org. Applications may be completed online, or mailed/delivered to 14955 Dale Evans Parkway, Apple Valley 92307 Attn: Human Resources. The Town of Apple Valley participates in the E-Verify program.

The Town of Apple Valley does not discriminate on the basis of age, sex, race, religion, national origin, marital status, sexual orientation, or handicap status in its employment actions. If applicant has a disability that may require an accommodation, please contact Human Resources in writing at time application is submitted.